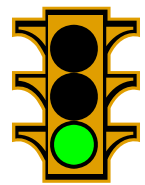




EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

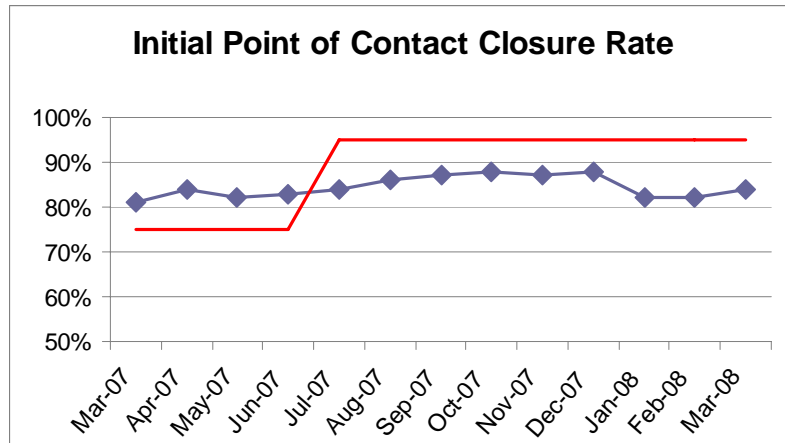


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls closed at initial point of contact



Initial Contact Closure Rate

Target: 75 % pre 7/1/07; 95% 7/1/07 and later

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	84%	86%	87%	88%	87%	88%	82%	82%	84%			
2006-07	81%	82%	83%	84%	83%	84%	81%	81%	81%	84%	82%	83%

INITIATIVES: Provide timely end-to-end responses to inquiries.

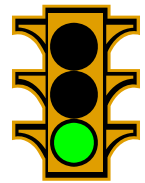
Initiatives	Milestones
<ol style="list-style-type: none"> 1. Increase call closure rate. 2. Implement internal ERCC escalation assistance. 3. Monitor/manage ERCC positions to ensure full staffing required. 	<ul style="list-style-type: none"> • By 3/31/08 fill 5 RPS I vacancies Completed • By 3/31/08, seasoned staff will be available to assist with internal ERCC Escalation process to increase call closure at initial point of contact Completed • By 6/30/08, train 5 RPS I new hires. • By 07/01/08 increase call closure rate to 90%. Postponed to 9/1/08.

COMMENTS:

- (1) Closure rate declined because the ERCC lost experienced staff. In total, the ERCC was down five (5) phone agents (3 agents in training/2 vacancies).
- (2) Milestone postponed due to hiring of new employees.



EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

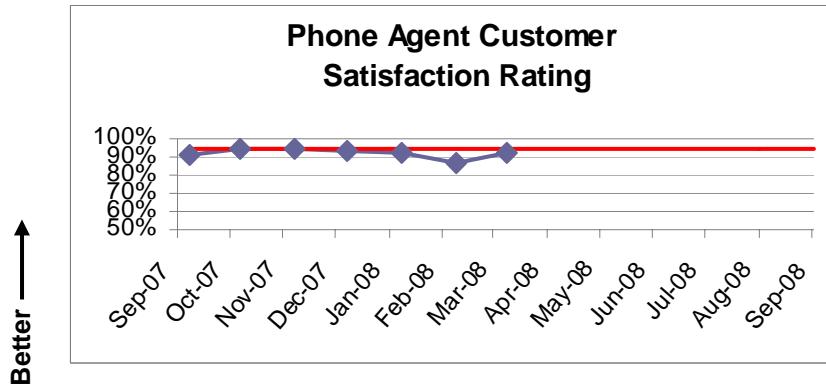


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

% respondents satisfied with phone agent service.



Phone Agent Customer Satisfaction Rating Target: 95 %

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	N/A	N/A	91%	94%	94%	93%	92%	87%	92%			

INITIATIVES: Improve Customer Satisfaction

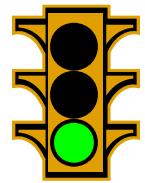
Initiatives	Milestones
<ol style="list-style-type: none"> Analyze survey data. Reevaluate frequency and method of gathering customer feedback. 	<ul style="list-style-type: none"> By 03/31/08, implement quick fixes identified in survey data. Completed By 06/30/08, monitor and evaluate customer survey data to determine alternative feedback methods and additional action items.

COMMENTS:

CalPERS Employer survey was initiated April 22, 2008, which will provide additional feedback regarding the customer satisfaction level with the ERCC.



EMPLOYER CUSTOMER INQUIRY DASHBOARD #3

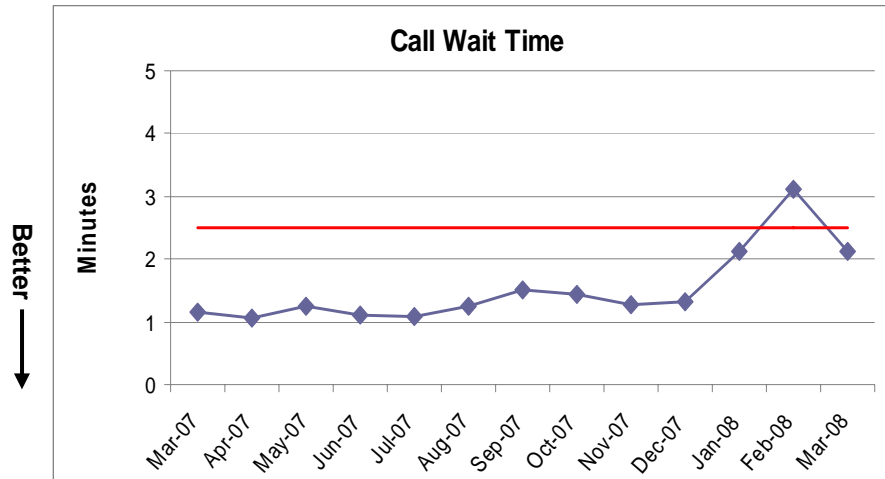


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.



Average Wait Time

Target: Monthly Average of <2.5 minutes

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	1:09	1:25	1:52	1:45	1:28	1:33	2:13	3:12	2:12			
2006-07	1:15	1:26	1:34	1:36	1:43	1:23	1:08	1:13	1:15	1:07	1:26	1:1

INITIATIVES:

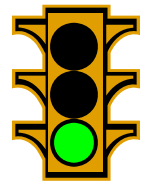
Initiatives	Milestones
1. Determine if measure and target should be changed.	<ul style="list-style-type: none">By 03/31/08, reevaluate measure and target. Postponed to 06/30/08.

COMMENTS:

Measure rate declined due to assisting the Member Contact Center during high volume call times, and being down five (5) phone agents (3 agents in training/2 vacancies).



EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

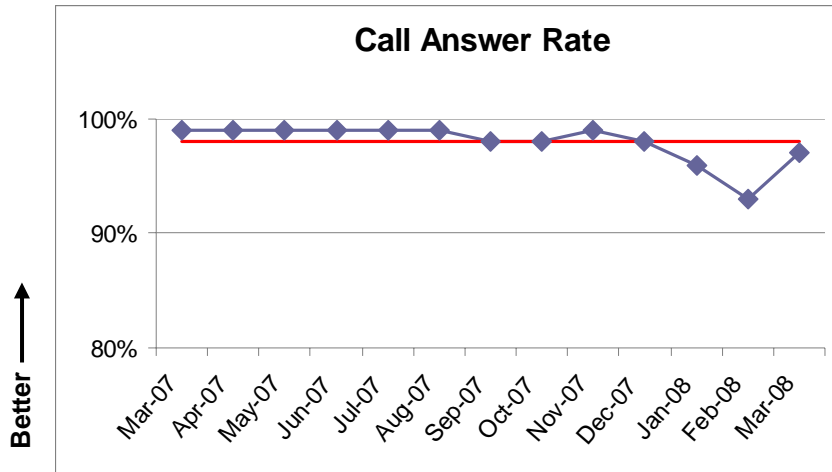


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls offered that are answered.



Call Answer Rate

Target: Answer 98% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	99%	99%	98%	98%	99%	98%	96%	93%	97%			
2006-07	99%	99%	98%	99%	98%	99%	99%	100%	99%	99%	99%	99%

COMMENTS:

Measure rate declined due to assisting the Member Contact Center during high volume call times, and being down five (5) phone agents (3 agents in training/2 vacancies).